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Sep 4th 2018

Via ECFS
Marlene H. Dortch, Secretary
Federal Communications Commission
445 12th Street, S.W.
Washington, D.C. 20554

**Re: In the Matter of Petition of USTelecom for Forbearance Pursuant to
47 U.S.C. Section 160(c); WC Docket No. 18-141; Category 1**

Dear FCC,

I have used AT and T for years and had a few problems but usually worked it out.

Recently in June I was relocating to another house and informed AT and T that I would like my service moved to my new location. They gave me a date several weeks away and I said okay and gave them my new address.

On the day my service was to be set up, I phoned Customer service several times and they stated that installation was on the way. AT and T never showed up. We rescheduled for 2 weeks later, and once again I kept phoning to make sure that it would happen, and once again the installation never happened. It was at this time after 2 attempts to get my internet installed by AT and T that I contacted Sonic, and the appointment was made for 2 weeks and they came 10 minutes early and completed the installation in a timely matter.

Without Sonic we would be without internet. At and T, after being a good customer, paying my bills did not have the respect for me to even phone me regrading my appointment. I was very glad that here in San Francisco, I had another option, why I had a competitive Internet provider. AT and T is too big and they no longer care about their customers.

Please continue to allow for competitive service in the San Francisco area.

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